

Clerical and Office Branch  
General Clerical Group  
Tax Series

**TAX CUSTOMER ACCOUNTS SUPERVISOR**

08/97 (SAC)

*Summary*

Under general supervision, oversee tax-revenue related customer contract activities.

*Typical Duties*

Coordinate activities to reflect changes made by Appraisal District. Involves: reviewing and executing changes to the tax roll: computing penalty and interest on taxpayer accounts and posting changes made; acting as liaison with other City departments and outside agencies on matters related to the work of the section; assisting with issuance of annual tax bills; issuing tax certificates and certified tax statements; advising subordinates on changes in law and departmental policies and procedures.

Provide information to the public regarding the more difficult property tax problems. Involves: addressing complaints by explaining pertinent tax laws and regulations to taxpayers; investigating customer inquiries regarding account balances; notifying customers and appropriate personnel of findings, required adjustments or recommendations; negotiating payment agreements with delinquent taxpayers.

Supervise assigned clerical personnel. Involves: scheduling, assigning, instructing in, guiding, checking and evaluating work; arranging for or engaging in employee training and development; enforcing personnel rules and regulations, standard of conduct, work attendance, and safe work practices; counseling, motivating and maintaining harmonious working relationships among subordinates; recommending staffing and employee status changes; interviewing applicants.

Perform related duties as required. Involves: performing designated duties of coworkers or supervisor, if necessary, to maintain continuity of operations during temporary absences; maintaining files and preparing reports as required.

*Minimum Qualifications*

Training and Experience: Graduation from high school or equivalent and five (5) years of experience involving financial or tax record-keeping using automated data processing systems including at least two (2) years customer contact experience; or an equivalent combination of training and experience.

Knowledge, Abilities and Skills: Considerable knowledge of office practices and procedures. Good knowledge of: data entry coding systems; bookkeeping principles, methods and practices; tax laws and regulations; supervisory practices and procedures; account reconciliation.

Ability to: tactfully deal with irate citizens by explaining relevant tax laws and department policies; plan and assign the activities of others; train and develop subordinate employees; enforce established procedures, policies, rules and regulations; establish and maintain effective working relationships with fellow employees, officials and the general public; keep financial records and prepare reports.

Skill in: safe operation and care of common office equipment including computer terminals or personal computers; use of spreadsheet, data base and word processing software; performing mathematical calculations with speed and accuracy.

*Special Requirements:* Must be bondable. Must obtain certification from Texas Board of Tax Professional Examiners within the time limits specified by the Texas Property Taxation Professional Certification Act.

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Director of Personnel

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Department Head